GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:981
ANSWERED ON:02.03.2016
Call Drop Service
Gutha Shri Sukender Reddy

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) has issued new guidelines to telecom companies mandating for ensuring zero call drop service to customers;

(b) if so, the details thereof;

(c) whether the telecom companies have approached to TRAI expressing their dissatisfaction over the norm stating it as impracticable;

(d) if so, the details thereof; and

(e) the steps being taken by the Government to alleviate the problems of telecom service providers?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (e) TRAI has not issued any new guidelines to telecom companies mandating for ensuring zero call drop service to the consumers. TRAI has laid down the Quality of Service standards for 2G & 3G services through "The Standards of Quality of Service for Basic Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009", which provide for 2 parameters for assessing performance of service providers relating to call drop, viz. "call drop rate /Circuit Switch Voice drop rate (benchmark = 2%)" and "worst affected cells having more than 3% TCH drop/Circuit Switched Voice drop rate: CBBH (benchmark = 3%)." The performance of service providers on these parameters should be within the benchmark.

From the point of view of compensating consumers for dropped calls, TRAI notified "The Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 (9 of 2015) on 16th October 2015, to be effective from 1st January 2016. These regulations mandate originating CMTSPs to credit one Rupee for a dropped call to the calling consumers as notional compensation, limited to three dropped calls in a day. The service providers and their associations had filed a case in Hon'ble High Court of Delhi against this regulation. The petition has been dismissed by the Hon'ble Court on 29.02.2016.

TRAI has considered the comments provided by the service providers during consultation exercise. Later TRAI also took note of their comments relating to the results published after conduct of service drive test during December 2015 to January 2016.

The Government is taking all active measures to co-ordinate the stakeholders including related Government Agencies as well as the service providers for installation of additional mobile sites wherever necessary on regular basis. Around 20 thousand 2G sites and around 45 thousand 3G sites for mobile services have been added in different parts of the country in last six months.

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